SYSTEM AND METHOD FOR CAPTURING AND STORING OPERATIONAL DATA CONCERNING AN INTERNET SERVICE PROVIDER'S (ISP) OPERATIONAL ENVIRONMENT AND CUSTOMER WEB BROWSING HABITS

5

ABSTRACT OF THE DISCLOSURE

A computer implemented method of and apparatus for collecting and managing detailed data related to an Internet Service Provider's (ISP) operational environment and customer web browsing habits within an E-Business customer relationship management system. The customer relationship management system includes a database system for storing data related to an Internet Service Provider's (ISP) operational environment and customer web browsing habits. Data is organized within the database system in accordance with a logical data model comprising a plurality of entities and relationships defining the manner in which information related to the Internet Service Provider's (ISP) operational environment and customer web browsing habits is stored and organized within the database system. The E-Business logical data model includes an ISP subject area defining the manner in which information related to the Internet Service Provider's (ISP) operational environment and customer web browsing habits is stored and organized within the database system. The ISP subject area may include entities, attributes and relationships defining the organization of information relating to the ISP's billing plans; the ISP's billing services; categories of services provided by the ISP; types of services that have been provided by the ISP; and types of services provided by the ISP. Additional entities, attributes and relationships define the organization of information relating to the ISP's communication facilities;

the ISP's communication servers; the ISP's network router; physical

facility components of the ISP's networks; the ISP's Post Office Protocol

(POP); the ISP's POP areas; and the ISP's POPs regions. Yet additional

entities, attributes and relationships define the organization of information

5   relating to the ISP's customer account representatives; the ISP's customer

billing plans; the ISP's customer revenue from bills; the ISP's customer

service revenue; subscribers to the ISP; and the ISP's customers' sessions.